

## NPS Information Technology Policy/Standard

<b>Category:</b>	900 – Operating System Support
<b>IT Policy/ Standard:</b>	901 – <u>PC Operating System Support</u>
<b>Approval:</b>	Code 05 and the Computer Resources Steering Committee (CRSC)
<b>Timeline:</b>	Revision date: 1 May 2001, 20 December 2001 Effective date: 20 December 2001 Migration due date:
<b>Definitions:</b>	<p>This policy is applicable to Windows NT4, Windows 2000 and Windows XP end-users only. Legacy Operating Systems, e.g.: MS DOS, Windows 3.1, Windows 95, Windows 98, Windows ME and other older PC operating systems are not routinely supported at NPS. Legacy Operating Systems may be supported, on a case-by-case basis, only until such time that the IT Division is able to upgrade the older operating system to a current, supported version.</p> <p>The term “<u>supported equipment</u>” refers to computer and computer related property that has been properly “tagged” and registered (in the IT Division’s <u>CPT</u> database) as property the IT Division has agreed to support. The decision whether to support a particular computer and/or peripheral is based upon current IT Division capabilities and upon compliance with this and other IT policies.</p> <p>If the custodian (end-user) is unsure if a given computer equipment is eligible for support from the IT division, it is the responsibility of the custodian to seek advice from the IT division, regarding the equipment’s supportability. For new equipment, including the operating system, the supportability issue needs to be resolved <b><u>before</u></b> the equipment is purchased.</p> <p>The term “<u>typical end-user</u>” refers to a computer end-user that expects the system level configuration of their computer to be maintained by a member of the IT technical support staff. Most <u>typical end-users</u> envision their computer as a business tool and do not want to be concerned with the details required to keep the computer functional.</p> <p>The term “<u>local administrator</u>” refers to a special, privileged end-user that has inherent operating system configuration rights and capabilities not available to a typical end-user. <u>Local administrators</u> have rights to change system-level parameters.</p> <p><u>Local administrator</u> privileges are normally reserved for the IT system administrators (staff) or for an <i>expert</i> end-user.</p>
<b>Policy:</b>	<p>The IT support staff will be fully responsible for the installation, configuration, maintenance, and disaster recovery for all computer operating systems covered by this policy, provided the computer system is supported <u>equipment</u> and the end-user is not a <u>local administrator</u>. In order for computer equipment to <i>qualify</i> as <u>supported equipment</u>, the end-user cannot have been granted <u>local administrator</u> privileges.</p> <p>Legacy operating systems will be supported until the IT Division is able to replace it with a current operating system.</p>
<b>Guidelines:</b>	<p>An end-user that wants to be able to personally install software or customize their computer environment is often not able to do this without being granted the rights of local administrator. Some desktop customization and other functions cannot be performed without having local administrator rights.</p>

## IT Policy - 901

The typical Windows end-user cannot perform most system-level functions because of the limited rights and permissions granted to them when their computer was initially configured. This configuration was established for security reasons and to help protect that end-user from damaging or destroying their own workstation's operating system and/or their application software. This initial configuration does not restrict them from using applications and it does not restrict them from their own data file system.

**Transition:** 1/1/2004 - the local administrator option will not be allowed.

### Technical

**Considerations:** Because of the "potential power" of local administrators to damage their own software environment, it is necessary to limit the support services offered to the local administrator end-user.

**Rationale:** Non-standard computer configurations require considerably more support than standard configurations. This is because every application and each unique piece of hardware has an associated support cost related to training, installation, configuration, maintenance and repair.

When granting local administrator rights to end-users that request it, much of the additional support load created by their non-standard configurations, becomes the responsibility of the end-user.

### Migration to

**Standard:** As new Windows computers are setup and configured, the end-users will have the option to choose to become a typical end-user (full operating system support provided) or to become local administrator of their computer (limited or minimal operating system support). On 1/1/2004, the local administrator option will not be allowed.

### Expectations/ Responsibilities:

1. An end-user that is granted local administrator rights is then responsible for the configuration of their computer, including the security configuration and required security patches. Additionally, software licensing, and product upgrading/patching, for end-user installed applications, is also the responsibility of the local administrator end-user.
2. IT support staff recovery of a damaged software environment is limited to the re-installation of the standard baseline configuration for a local administrator's computer. End-user installed applications and data will not be recovered.
3. The local administrator end-user agrees not to change the IP number assigned to the computer and agrees not to change the name of the computer.